Sample: Problem Scenarios, Epics, & Stories and Kanban Board

Problem Scenario 1: Finding up to date reference documentation in a usable format

Epic 1: 'As Ted the HVAC technician, I want to identify a part that needs replacing so I can decide my next steps.'

1.1) 'I know the part number and I want to find it on the system so I can figure out next steps on the repair.'	Make sure it's possible to search by part number. Make sure descriptive info. appears as the search narrows (photo?) to help avoid error.
1.2) 'I don't know the part number and I want to try to identify it online so I can move the job forward.'	Make sure it's possible to search by make/model of units Make sure it's possible to search by type
1.3) 'I don't know the part number and I can't determine it and I want help so I can move the job forward.'	Make sure an estimate of the turnaround time for an expert to review is available
1.4) 'I want to see the cost of the part and time to receive it so I decide on next steps and get agreement from the customer.'	Make sure it's possible to dispatch a request by email to the customer in case they order their own parts and/or carry their own inventory of spares. NOTE: How would the customer respond so we can help structure the next steps as we would otherwise?
	Make sure it's possible to indicate priority Make sure cost associated with priority delivery are available

Kanban Board

https://trello.com/b/ogjTJY4u/hvac-in-a-hurry-example